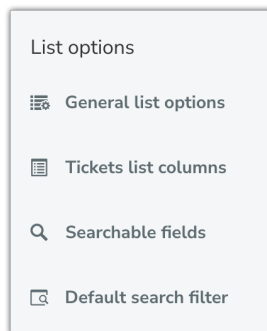


InfoCapture List Options

This article relates to the following four project option tabs available on the admin side of a form:



General List Options

A screenshot of the 'General list options' configuration page. The page has a sidebar with navigation links: Project options, Project Summary, Edit project properties, Project permissions, Statuses, Conditions, Field condition sets, Triggers, Behaviour, Field visibility, and SLA. The main content area is titled 'General list options' and contains a description: 'Set how tickets will be displayed in the list view'. Below this is a text box explaining the purpose of the settings. There are three main configuration sections: 'Tickets per page' with a dropdown set to 20, 'Ticket colours' with a link to 'Add new ticket colour' and a detailed explanation of the condition syntax, and 'Ticket age' with a dropdown set to 'Age from last modification'. There is also a 'Primary field' dropdown set to 'Ticket Summary' and a 'Save' button at the bottom.

Tickets per page: The number of tickets to be displayed in the list of issues. The default is 20.

Ticket colours: Tickets are usually highlighted in a specific colour, based on the [status](#).

However, it is possible to configure issues to be highlighted in an alternative colour based on a more specific condition.

For example, you may have a field in the form, which allows users to select a priority level, e.g. High, Medium, Low. In this case, even if the status of an issue is set to 'Pending' and the colour for the 'Pending status' is orange, you may like to highlight it in red if the priority level is set to 'High'. This essentially allows you to implement a 'RAG' (Red, Amber, Green) system within the list view.

For set-up steps and more examples, see our guide [here](#).

Ticket age: Choose whether a ticket's age-related to its time from creation, or from the last modification.

The option chosen will appear on the front end of tickets, as shown below.

InfoCapture / Bug Tracker / View Bug: HD0038

Ticket | Jump | Search | Switch to Bug Tracker

Download ticket in PDF format

+ Submit Bug

IDHD0038

Submitted byClaroments Administrator

StatusPending Reporter Feedback

Assigned

Date of report13-06-2023 11:55

Last modified13-06-2023 11:56

Created2 days ago

SLA

View Bug | FlowChart | Notes | Files | History | History diagram | All

Bug Details

Please provide as much information as possible, including steps to...

InfoCapture / Bug Tracker / View Bug: HD0038

Ticket | Jump | Search | Switch to Bug Tracker

Download ticket in PDF format

+ Submit Bug

IDHD0038

Submitted byClaroments Administrator

StatusPending Reporter Feedback

Assigned

Date of report13-06-2023 11:55

Last modified13-06-2023 11:56

Ticket last modified2 days ago

SLA

View Bug | FlowChart | Notes | Files | History | History diagram | All

Bug Details

Please provide as much information as possible, including steps to...

Primary Field: The primary field can be used in the Open Items component.

The selection made in the primary field on the admin side of a form is what will pull through when 'primary field' has been included in the component:

Admin / InfoCapture / Bug Tracker / General list options

Project options

General list options

Set how tickets will be displayed in the list view

Choose how many tickets should be displayed when viewing the list of submissions, as well as changing the colour of the submission when a Field Condition Set is met. Additionally, the 'Primary Field' can be defined. This is a single field within the form that can be chosen to be usable within InfoCapture components in the Pages application.

Tickets per page20

Ticket coloursAdd new ticket colour

Each line should contain a condition. If the condition is true, the ticket will be shown in the specified colour. If more than one condition is true, the first in the list will be used.
Condition syntax: field_sym_name=field_value
field_sym_name - field symbolic name, field_value - field value

Ticket ageAge from creation

Primary fieldPriority

Save

Open items

ID	Form	Summary	Status	Reporter	Created	Modified
HD34	Bug Tracker	Urgent	New	Claroments Administrator	05-06-2023 13:06	15-06-2023 16:30
HD35	Bug Tracker	Low	New	Claroments Administrator	05-06-2023 14:13	15-06-2023 16:30
HD36	Bug Tracker	Normal	New	Claroments Administrator	05-06-2023 14:14	15-06-2023 16:30
HD38	Bug Tracker	Low	Pending Reporter Feedback	Claroments Administrator	13-06-2023 11:55	13-06-2023 11:56
HD37	Bug Tracker	High	New	Claroments Administrator	13-06-2023 11:36	13-06-2023 11:37

Show all

Tickets List Columns

Admin / Infocapture / Support Tickets / Tickets list columns

Project options

Project Summary

Edit project properties

Project permissions

Statuses

Conditions

Field condition sets

Triggers

Behaviour

Field visibility

SLA

Automatic changes

Tickets list columns

Choose which column headings should be displayed when viewing the list of submitted tickets.

Name

Add

Field name	Symbolic name	Type	Hide
ID, Comments, Files	-	-	fixed
== SUBMITTER	._reporter_.		<input checked="" type="checkbox"/>
== Department	department	Select	<input checked="" type="checkbox"/>
== Ticket Type	ticket_type	Radio	<input checked="" type="checkbox"/>
== Urgency	urgency	Radio	<input checked="" type="checkbox"/>
== Ticket Summary	ticket_summary	Long string	<input checked="" type="checkbox"/>
== ASSIGNED TO	._assigned_.		<input checked="" type="checkbox"/>
== STATUS	._status_.		<input checked="" type="checkbox"/>
== DATE CREATED	._created_.		<input checked="" type="checkbox"/>

It is possible to define which fields should act as sortable column headers in the list of issues.

The ID of the ticket, the number of notes added to the ticket and the number of files attached to the ticket are always displayed in the list and are in a fixed position.

It is possible to include/exclude the following as column headers:

- Submitter
- Assigned To (if handlers are being used)
- Status (if statuses are being used)
- Date created
- Date last modified

In addition, all of the fields within your form can be chosen to be included/excluded as column headers.

How this appears on the front end in the ticket list, so customise this based on what you need end users to see here:

1-20/22

ID	Submitted	Department	Ticket Type	Urgency	Ticket Summary	Assigned to	Status	Created
ST0023	Anne Wilkins	Human Resources	Question	Medium	Who is currently in charge of running this report?		Submitted	18-02-2019 11:46
ST0022	Connor Chapman	Human Resources	Request	Medium	New user account	Dan Butler	Resolved_Awaiting Confirmation	17-08-2015 11:31
ST0021	Vanessa Wright	Sales	Question	Low	How do I upload a document?		Submitted	17-08-2015 11:31
ST0020	Jason Reid	Marketing	Problem	High	Unable to download images	Charles Johnston	Pending further info	17-08-2015 11:31
ST0019	Stephanie Hunter	Human Resources	Problem	High	Emails are not working	Dan Butler	Resolved_Awaiting Confirmation	17-08-2015 11:30
ST0018	John Vance	Finance	Request	Medium	Increase file upload limit	Charles Johnston	Pending further info	17-08-2015 11:30

Searchable Fields

Admin / Infocapture / Support Tickets / Searchable fields

Project options

Project Summary

Edit project properties

Project permissions

Statuses

Conditions

Field condition sets

Triggers

Behaviour

Field visibility

SLA

Automatic changes

Workflow

Searchable fields

Choose which information users can filter by when using the Advanced Search from the list of submitted tickets.

Add field

Time spent

Add

Filter display

Two columns

Three columns

Field name	Symbolic name	Type	Hide
== DATE CREATED	._created_.		<input checked="" type="checkbox"/>
== DATE LAST MODIFIED	._last_modified_.		<input checked="" type="checkbox"/>
== SUBMITTER	._reporter_.		<input checked="" type="checkbox"/>
== ASSIGNED TO	._assigned_.		<input checked="" type="checkbox"/>
== STATUS	._status_.		<input checked="" type="checkbox"/>
== TRAFFIC LIGHT	._traffic_light_.		<input checked="" type="checkbox"/>
== Department	department	Select	<input checked="" type="checkbox"/>
== Ticket Type	ticket_type	Radio	<input checked="" type="checkbox"/>
== Urgency	urgency	Radio	<input checked="" type="checkbox"/>

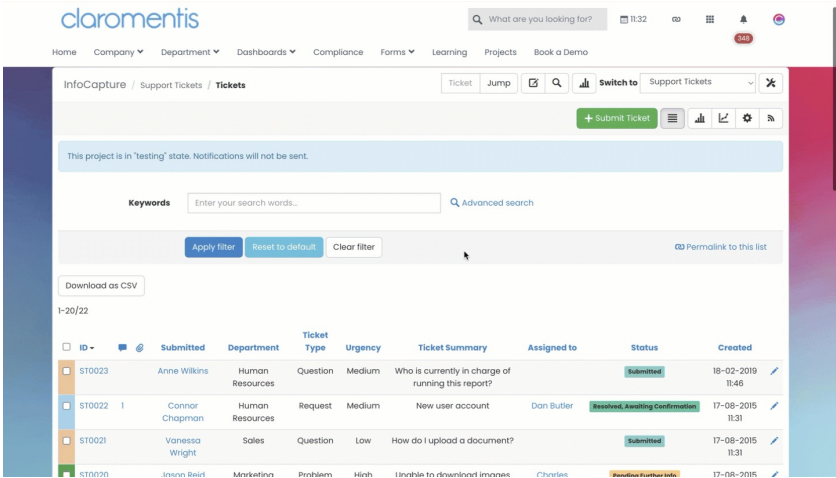
It is possible to define which fields should act as filters in the list of issues. The following can be included/excluded as filters:

- Submitter
- Assigned To (if handlers are being used)

- Status (if statuses are being used)
- Traffic light (if SLAs are being used)
- Date created
- Date last modified

In addition, all of the select fields within your form, i.e. checkboxes, radio buttons and select fields, can be chosen to be included/excluded as filters.

Below shows how a user can access the advanced search area on the front end of a form and use the filters to perform a search:

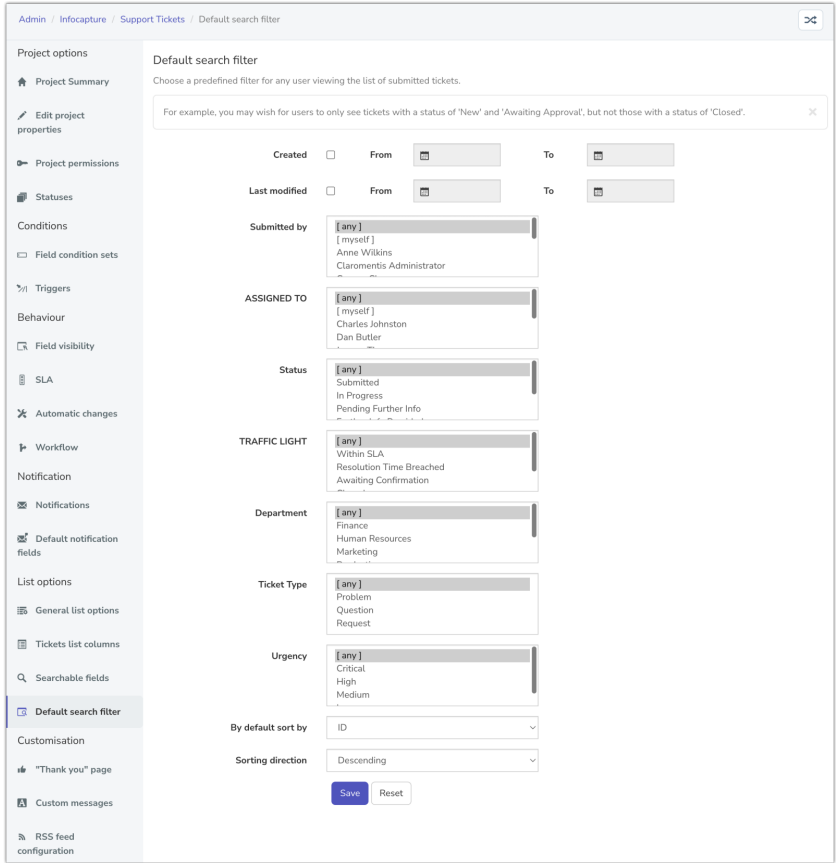


Default Search Filter

It is possible to configure a default search filter for the list of tickets.

If a default search filter set is defined, the list of issues will be pre-filtered accordingly for all users.

This can be changed by form administrators at any time from the admin side.



An example of where this may be useful is if you have a 'Closed' status.

By default, you may wish to exclude issues which are set to 'Closed'.

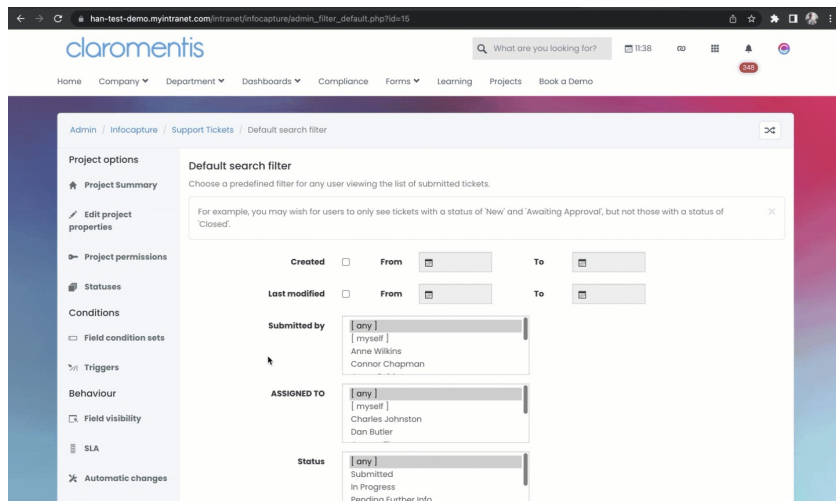
End users can clear the default search filter in the ticket list, whereby all issues they have permission to view will then be returned.

The default search filter area just allows administrators to control what users first see when opening the ticket list, to best optimise it for their work needs or the majority.

As shown below, the default view for this project is not to exclude 'Closed' status as set by an administrator on the admin side of the form.

This means on the front end when a user accesses the form, it will show only tickets in all other statuses by default.

The user can of course change the view using the advanced search if they so wish.



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[Custom messages](#)